



Surveys and Tools
To Advance Patient-Centered Care

CAHPS Clinician & Group Survey: Components, Topics, and Administration

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Focus of My Comments Today



- **Key milestones since initial Webcast to debut plans for a clinician-level CAHPS survey**
- **Clinician & Group Survey versions**
- **How the Clinician & Group Survey fits into the family of CAHPS ambulatory surveys (A-CAHPS)**
- **Survey content**
- **Fun facts about the Clinician & Group Survey**
- **Fielding a Clinician & Group Survey**
- **User support for the Clinician & Group Survey**



Consortium Work Since Initial Webcast on Ambulatory Care Surveys



Since June 2004 the CAHPS Consortium has...

- **Partnered with survey sponsors to field test adult and child versions of the Clinician & Group Survey**
- **Finalized survey content**
- **Released the Survey and Reporting Kit for public use**
- **Submitted the survey to the National Quality Forum and Ambulatory care Quality Alliance for adoption as measures of patient experience with care**
- **Presented "real world" survey users, who reported on their experience with the surveys at the 10th National CAHPS User Group Meeting**



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What Is the Clinician & Group Survey?



- **Three versions of the survey**
 - Adult primary care
 - Child primary care
 - Adult specialty care
- **Spanish translations for all versions**
- **Common core across all versions**
 - Assures standardization
 - Promotes benchmarking



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How the Clinician & Group Survey Relates to Other A-CAHPS Surveys



A-CAHPS refers to a family of surveys to assess consumer experience across a range of ambulatory care providers or levels

- Health plans
- Behavioral health organizations
- Rural tribal health services
- Group practices or sites of care
- Individual clinicians or group practices
- Home health care agencies*

** In development*



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Clinician & Group Survey Bears the Hallmarks of a CAHPS Survey



- **Focus on topics for which consumers are the best or only source of information**
- **Employ a specific reference period**
 - Last 12 months
- **Don't ask about satisfaction**
- **Ask consumers to report experience**
 - Never/Almost never/Sometimes/Usually/Almost Always/Always
- **Ask consumers to rate care**
 - 0-10 rating scale



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Clinician & Group Survey Versions Have Common Core



Getting Appointments and Health Care When Needed

- Getting appointments for urgent care
- Getting appointments for routine care or check-ups
- Getting an answer to a medical question during regular office hours
- Getting an answer to a medical question after regular office hours
- Wait time for appointment to start

How People Rated Doctor

- 0-10 rating of doctor



How Well Doctors Communicate

- Doctor explanations easy to understand
- Doctor listens carefully
- Doctor gives easy to understand instructions
- Doctor knows important information about medical history
- Doctor shows respect for what you have to say
- Doctor spends enough time with you

Courteous and Helpful Office Staff

- Clerks and receptionists were helpful
- Clerks and receptionists treat you with courtesy and respect

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Customizing Instruments with Supplemental Items



- **Adult Primary Care**
 - 17 topics covered by supplemental items
 - Includes health promotion and education, shared decision making, communication items for QI, most recent visit.
- **Child Primary Care**
 - 7 topics covered by supplemental items
 - Includes doctor communication with child, health improvement, shared decision making.
- **Adult Specialty Care**
 - 6 topics covered by supplemental items
 - Includes coordination of care, shared decision making, surgery or procedures performed by this doctor.



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Fun Facts About the Clinician & Group Survey



- **Pre-packaged or “off the shelf” survey templates for ease of use**
- **Survey length**
 - 37 items adult, 36 child
 - 12 minutes to complete
- **Reading level**
 - 7th grade, all versions
- **Actionable for QI efforts**
 - Most recent visit items
 - “Drill down” communication items
- **Some sponsors experience higher response rates compared to CAHPS Health Plan Survey**



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Sampling for a Clinician & Group Survey



- **Sampling frame**
 - Adults who visited one of the doctors who are the subject of the survey within the prior 12 months.
 - Parents/guardians of children who visited one of the doctors who are the subject of the survey within the prior 12 months.
- **Sample source may vary by survey sponsor**
 - Billing or administrative data
 - Practice records
- **Select sufficient sample to yield recommended number of completed surveys**
 - 45 completes per doctor
 - 300 completes per group practice



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Recommended Data Collection Modes



- **Mail administration**
 - 3 waves of mailing
- **Telephone administration**
 - At least 6 attempts across different days of the week and times of day
- **Mixed mail and telephone administration**
 - Boost mail survey response by adding telephone administration



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User Support for Clinician & Group Survey



- **Survey and Reporting Kit (including instruments and guidance), news and references are available on the Internet**
 - <https://www.cahps.ahrq.gov>
- **User Network provides free technical support**
 - E-mail: CAHPS1@ahrq.gov
 - Phone: 1-800-492-9261



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